

FY2008 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

TIMELINE: October 1, 2007 through September 30, 2008

PROGRAM MISSION STATEMENT

The mission of the Michigan Occupational Safety and Health Administration (MIOSHA) is to help assure the safety and health of Michigan workers.

PROGRAM STATEMENT

MIOSHA consists of the five divisions listed below.

The **Appeals Division** represents the General Industry Safety & Health and the Construction Safety & Health Divisions in prehearing conferences and formal administrative hearings related to contested MIOSHA citations.

The **Construction Safety and Health Division** is one of two standards enforcement divisions of MIOSHA. The division enforces safety and health standards in the construction industry.

The **Consultation Education & Training (CET) Division** services are provided throughout the state by an in-house staff of professional occupational safety consultants, occupational safety specialists and industrial hygienists. CET Division personnel are non-enforcement.

The **General Industry Safety & Health Division** is one of two standards enforcement divisions of MIOSHA. The division enforces general industry safety and health standards.

The **Management and Technical Services Division** provides administrative, management, analytical, informational, and technical services to MIOSHA Staff, external clients and to the public.

FUND SOURCE:

Federal Funds

State Restricted Funds

LEGAL BASIS:

Public Act 154 of 1974, as amended

CUSTOMER IDENTIFICATION

Customers – Employers and employees in manufacturing, construction and other workplaces experiencing high injury and illness rates, employee/employer associations and organizations, other employers and employees requesting services, other state and local agencies, and MIOSHA staff.

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Program: Same

CRITICAL GOALS/MAJOR OBJECTIVES

Program Goals

GOAL 1

Improve workplace safety and health for all workers, as evidenced by fewer hazards, reduced exposures, and fewer injuries, illnesses and fatalities.

Overall Goal Status: - The objective/goal is complete.

- 1.1 - Reduce by an additional four percent each year (or twenty percent over five years) the number of worker injuries, illnesses and fatalities by focusing attention and resources on three of the most prevalent types of workplace injuries and illnesses including 1.1A Amputations, 1.1B Overexertion and Repetitive Motion related injuries and illnesses, and 1.1C Noise-Induced Hearing Loss/Standard Threshold Shift related illnesses.

Strategy

1.1

	1.1A	1.1B	1.1C
Enforcement inspections	492	93	653
Seminars & workshops	178	49	35
Consultations	467	155	208
Baseline Injuries/Illnesses	399 a	19,234 a	2,099
5th Year Target (20% reduction)	319 a	15,387 a	1,679
5th Year Achievement	350 a	9,807 a	1,572
Met Goal?	No b	Yes	Yes
Actual Reduction	12%	49%	25%

a. Based on three-year rolling average

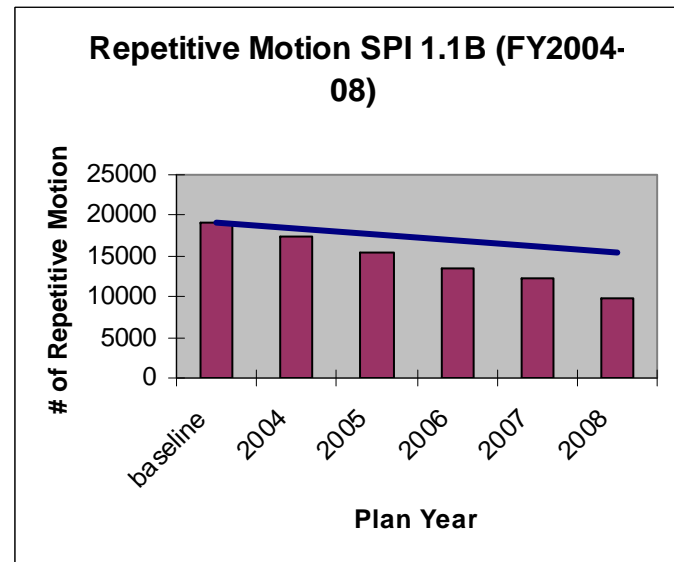
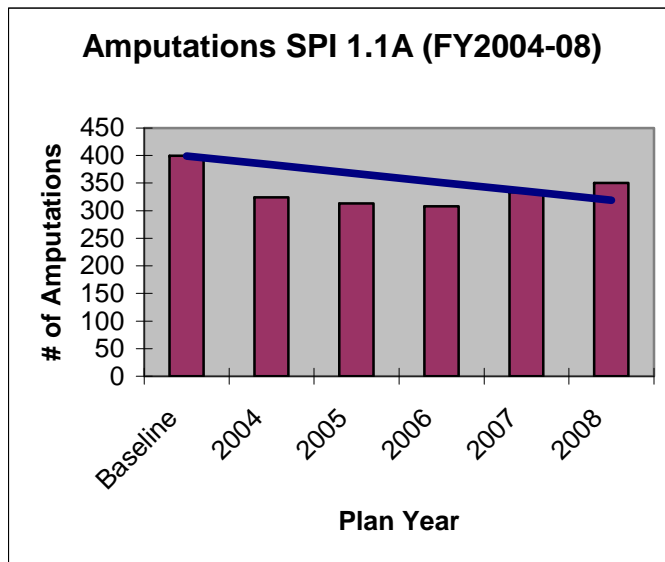
b. BLS for previous year was only 160 amputations, but high value of 560 amputations for 2006 results in a high average.

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

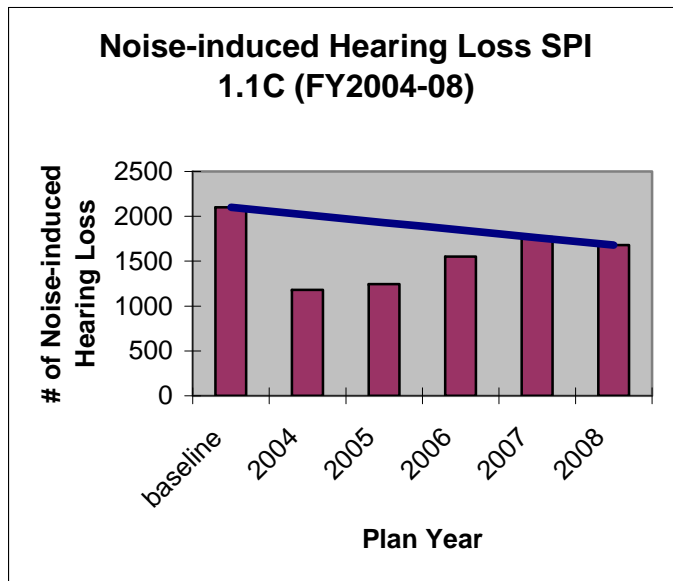


FY2008 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same



- 1.2 - Reduce by an additional four percent each year (or twenty percent over five years) the number of worker injuries, illnesses, and fatalities by focusing attention and resources on five Michigan high hazard industries including the 1.2A Furniture and Fixtures, 1.2B Primary Metal, 1.2C Fabricated Metal Products, 1.2D Industrial Machines and Equipment, and 1.2E Transportation Equipment.

FY2008 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

Strategy

1.2

	1.2A	1.2B	1.2C	1.2D	1.2E
Enforcement Inspections	16	43	167	213	71
Seminars & Workshops	27	79	156	76	93
Consultations	44	157	402	300	235
Baseline Injuries/Illnesses	14.9 (a)	15.1 (a)	15.7 (a)	15.9 (a)	15.9 (a)
5th Year Target (20% reduction	11.9 (a)	12.1 (a)	12.6 (a)	12.7 (a)	12.7 (a)
5th Year Achievement	6.3 (a)	8.4 (a)	9.3 (a)	7.0 (a)	9.6 (a)
Met Goal?	Yes	Yes	Yes	Yes	Yes
Actual Reduction	58%	44%	41%	56%	40%

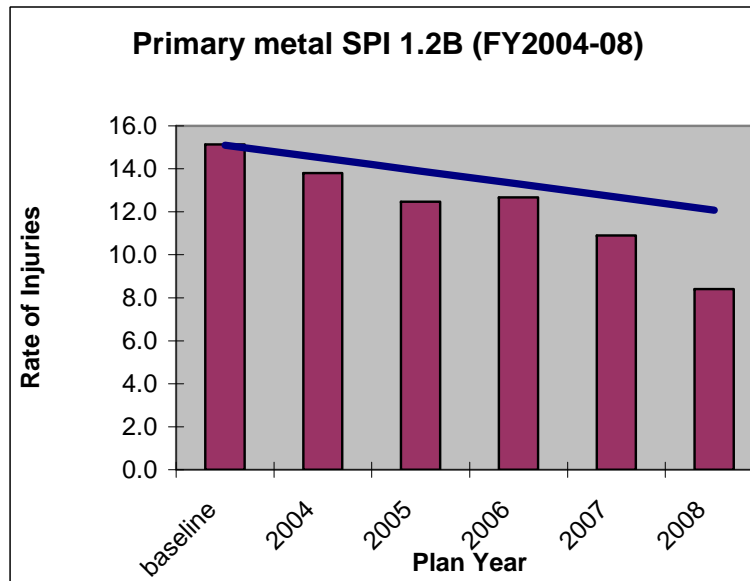
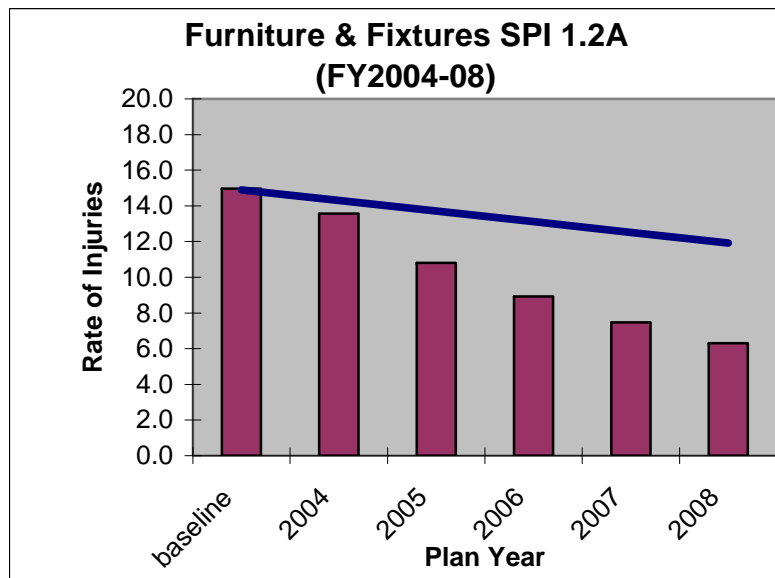
a. Based on three-year rolling average

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same



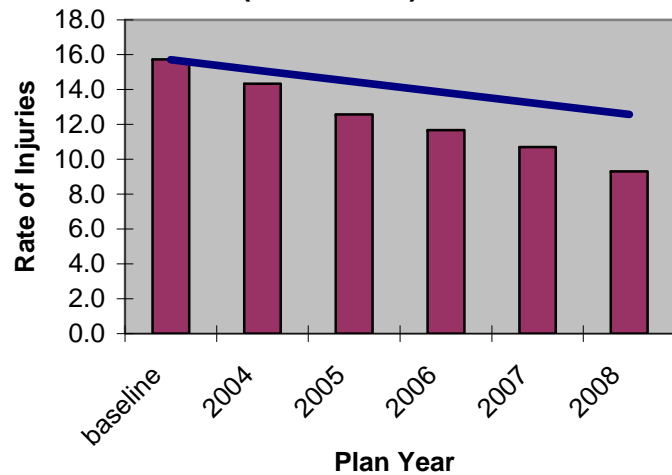
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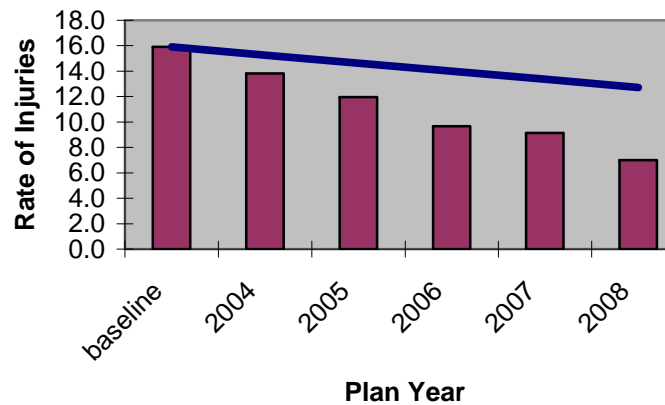
APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

**Fabricated metal products SPI 1.2C
(FY2004-08)**



**Industrial machines & equipment SPI
1.2D (FY2004-08)**

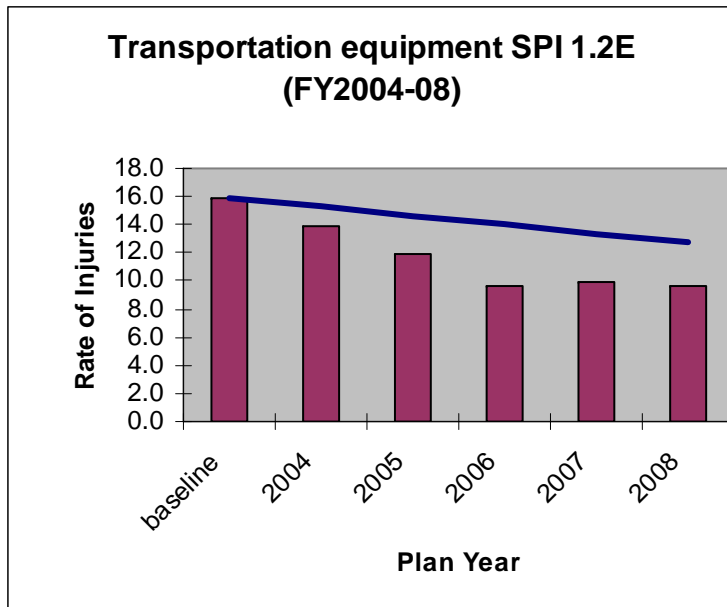


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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- 1.3 - Reduce by an additional four percent each year (or twenty percent over five years the number of worker injuries, illnesses (1.3B) and fatalities (1.3A) in construction by focusing attention and resources on the four leading causes of fatalities: falls, electrocutions, struck-by, crushed-by/caught between.

Strategy

1.3

	<u>1.3A</u>	<u>1.3B</u>
Enforcement Inspections	2,982	2,982
Seminars & Workshops	276	276
Consultations	374	428
Baseline Fatalities/Rate	27.0 (a)	8.8 (b)
5th Year Target (20% reduction)	21.6 (a)	7.0 (b)
5th Year Achievement	19.0 (a)	5.5 (b)
Met Goal?	Yes	Yes
Actual Reduction	30%	38%

a. Based on five-year rolling average

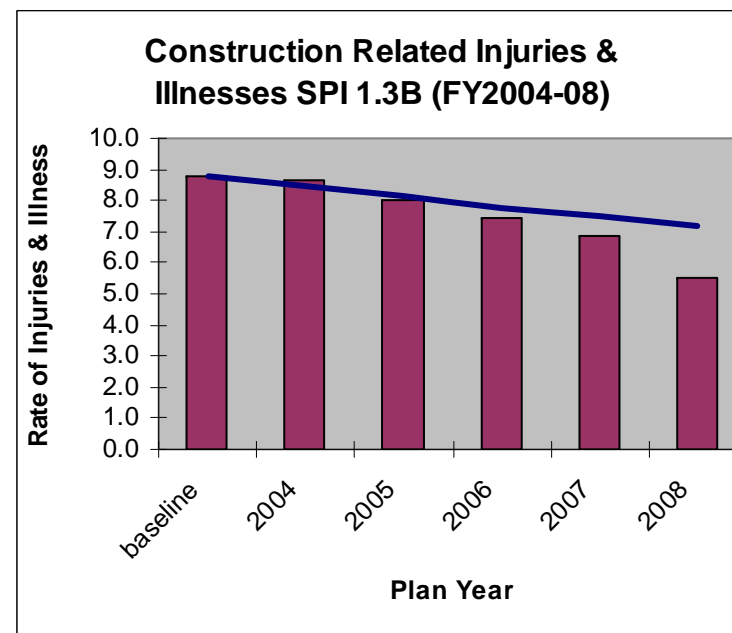
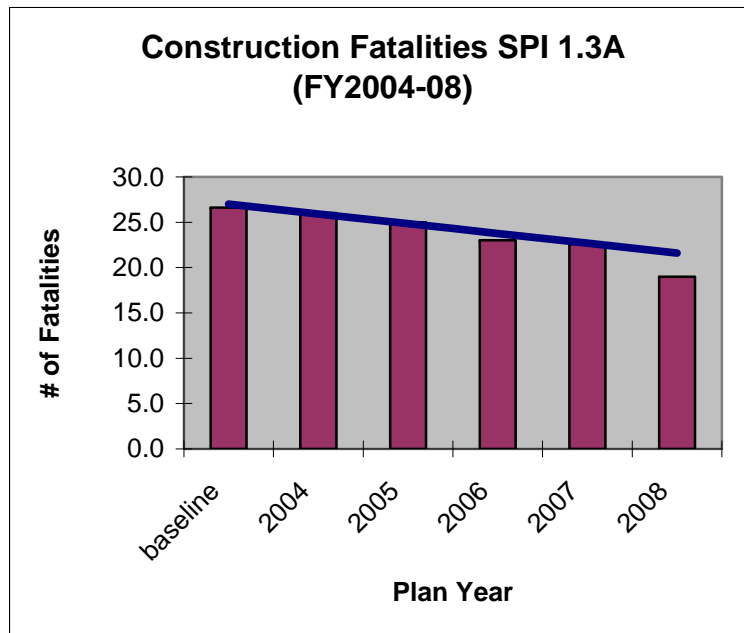
b. Based on three-year rolling average

FY2008 Annual Program Performance Measures

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same



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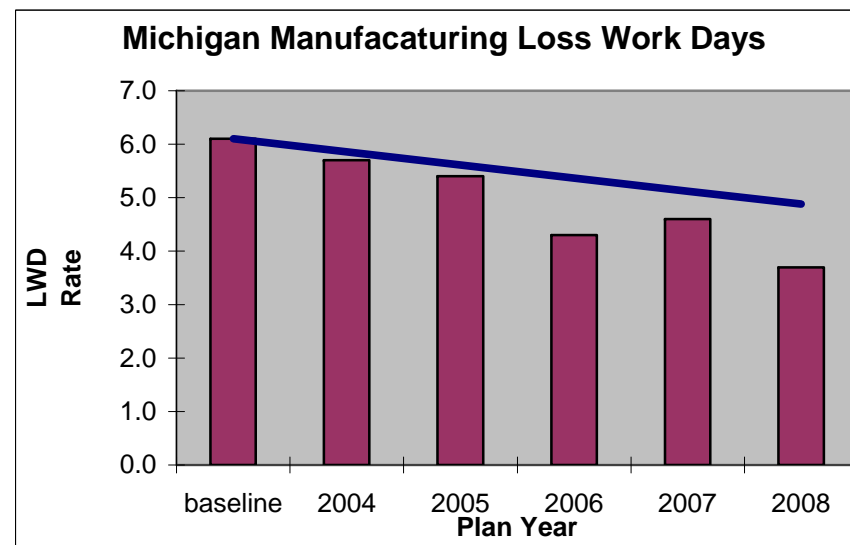
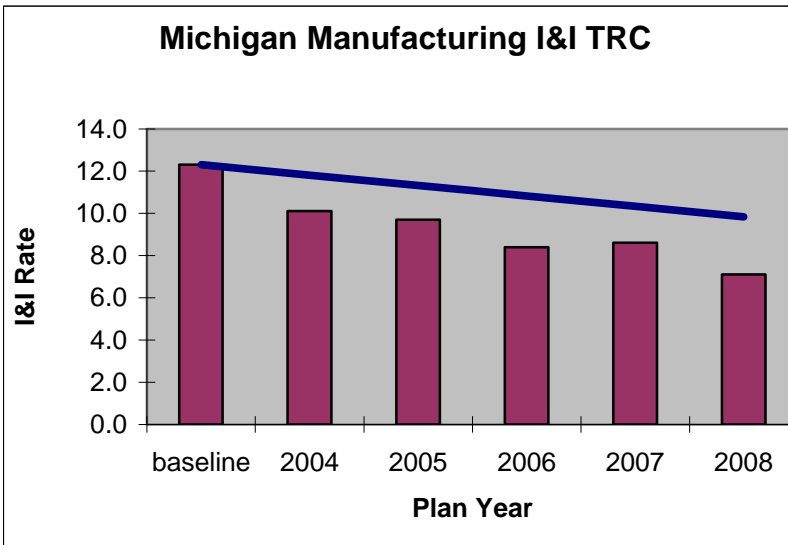
APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- 1.4 - Reduce by an additional four percent each year (or twenty percent of five years) the number of general industry work injuries, illnesses and fatalities in workplaces not already targeted but experiencing high injury and illness rates.

Strategy 1.4

	<u>1.4</u>		<u>Michigan Manufacturing</u> <u>TRC</u>	<u>DART Rate</u>
Enforcement Inspections	891	Baseline	12.3	6.1
Seminars & Workshops	47	5th Year Target (20% reduction)	9.8	4.9
Consultations	226	5th Year Achievement	7.1	3.7
		Met Goal?	Yes	Yes
		Actual Reduction	42%	39%



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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

GOAL 2 - Promote employer and worker awareness of, commitment to, and involvement with safety and health to effect positive change in the workplace culture.

Overall Goal Status: - The objective/goal is complete.

- 2.1 – Promote safety and health management systems in the workplace.

Strategy

2.1 Fifty-percent (%) of the employers in general industry that are targeted or request a MIOSHA intervention have either a written and implemented safety and health management system or have improved their existing system.

Comment: 645 or 1,178 compliance inspections (55%), 35 of 96 23(g) consultation (36%), 54 or 144 21(d) consultations (38%), and 55 of 110 reinspections (50%), or a total of 789 or 1,528 inspections, consultations, and reinspections (52%) had effective or improved SHMSs.

Targeted Outreach: CETD conducted 125 seminars, workshops, and training programs related to safety and health programs and performed 421 related consultations. Reevaluations conducted with companies without a written or improved SHMS showed significant improvement (96%).

Met Goal? Yes

- 2.2 - Enhance awareness of safety and health in Michigan's workplaces through the provision of consultation, training and outreach services to employers and workers by implementing a targeted outreach plan for 100% of MIOSHA initiatives, e.g. standards, guidelines, emphasis programs, and promoting safety and health programs in state government.

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Program: Same

Strategy

2.2

Comment: During FY2008, MIOSHA implemented training and outreach for the following initiatives: Asbestos Awareness Training, Excavation and Trenching, Extreme Safety for the Younger Worker, Tree Care/Green Industry, and Fall Prevention/Protection.

MIOSHA continued to work with the Office of State Employer (OSE) as part of an alliance agreement signed on March 17, 2005. The alliance covers all departments for the State of Michigan. A full Level I certification program was conducted for 21 state safety and health coordinators. CETD staff continues to participate on the DOC Safety and Health Advisory Committee.

Many other state departments were visited and multiple training programs were developed and formalized specific to the departments' needs. Specific departments that received training were the Department of Management and Budget, Department of Corrections, Department of Labor and Economic Growth, Department of natural Resources, and state universities.

Met Goal? Yes

- 2.3 Enhance recognition of effective safety and health programs in Michigan by increasing participation by three new sites in the Michigan Voluntary Protection Program and three new sites in the MSHARP Program and developing two to three alliances or partnerships to promote employee safety and health.

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

Strategy

2.3

Comment

During FY2008, MIOSHA added seven employers to the MVPP program. There are currently 27 Star companies and one Rising Star company.

The new MVPP sites are:

- Monsanto Company, Constantine
- Acument Global Technologies, Holly
- Covanta Energy, Grand Rapids
- Pfizer Global Manufacturing, Kalamazoo
- Dow Corning, Auburn
- DTE Energy, Milford
- Herman Miller, Zeeland

In FY2008, one MVPP workshop was held and one mentors' meeting. There were 29 requests for information received from companies.

MIOSHA added three employers to the MSHARP:

- Midwest International Standard Products, Inc.
- FIAMM Technologies, Inc.
- Quality Aluminum

Three previous MSHARP employers were recertified:

- Aleris International, Saginaw
- Alco Tec Wire Corporation
- Flint Hills Resources

In 2008 MIOSHA added two new alliances:

- American Physical Therapy Association (APTA) (signed May 20, 2008)
- Green Industry Organizations of Michigan (signed February 22, 2008)

In 2008, MIOSHA added two new partnerships:

- Kamminga & Roodvoets signed (April 14, 2008)
- Michigan Sugar Company signed (May 21, 2008)

Met Goal? Yes

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

2.4 - Implement emergency preparedness strategies and information to enable MIOSHA to assist in the event of a terrorist or other significant threat or attack by (a) providing preparedness information to employees and employers to increase workplace knowledge of and readiness for a terrorist attack or other significant threat or attack and training; and (b) equipping MIOSHA staff to provide expertise and minimize exposures to clean up and recovery personnel and facilitate providing safety and health expertise to facilitate providing support to clean up and recovery personnel.

Strategy

2.4

Comment:

During FY2008 MIOSHA held thirteen trainings and seminars, twenty hazard surveys were conducted, and seventy-one consultations were conducted.

The following activities occurred:

- Relationships and communications were established with various other state, county, and city agencies involved in emergency preparedness, such as the DLEG Emergency Management Coordinator, the Emergency Management Division of the Michigan Department of State Police, the Office of Public Health Preparedness of the Michigan Department of Community Health, City of Detroit Department of Homeland Security, Wayne County Local Emergency Planning Committee, Detroit Local Emergency Planning Committee, and the Urban Area Security Initiative (UASI) of Southeast Michigan which includes Wayne, Oakland, Macomb, Washtenaw, Monroe, and St. Clair counties emergency management agencies.
- An article titled "MIOSHA DISASTER RESPONSE TEAM (DRT)" was submitted for the December 2008 edition of *MIOSHA News* to update employees and employers on MIOSHA DRT involvements.
- Sixteen (16) members of MIOSHA Disaster Response Team participated as observers in a regional full-scale multi-jurisdictional exercise involving the Detroit Southeast Michigan Urban Area Security Initiative.
- One MIOSHA staff member served as a DLEG Assistant/Alternate Emergency Management Coordinator.
- Excess emergency response equipment originally purchased for use by MIOSHA Disaster Response Team was transferred to Michigan Department of State Police, Emergency Management Division.
- One MIOSHA staff member served as a subject matter expert in a work group with the Office of Public Health Preparedness of the Michigan Department of Community Health and assisted in developing emergency preparedness guidelines for hospitals in Michigan.

MIOSHA staff members received training as follows:

- DLEG Emergency Management plan – twenty-two (22) staff trained; training provided by DLEG Emergency Management Coordinator.
- Use of 800 MHz Radio – Eighteen (18) MOSHA DRT members were trained; training was provided by Michigan Department of State Police, the Emergency Management Division.
- "E-Team" emergency response Workshop – Ten (10) staff members were trained; training was provided by Michigan Department of State Police, Emergency Management Division.
- Hands-on practice and use of 800 MHz Radio during field emergency response exercise. Sixteen (16) DRT members participated.

Met Goal? Yes

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DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- 3.1 - Foster program excellence and confidence through effective delivery of MIOSHA services by ensuring ninety percent (90%) of employers and workers receiving a MIOSHA intervention rate their experience as useful in identifying and correcting workplace hazards and exposures.

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DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

Strategy

3.1

Comment:

MIOSHA repeated this survey in FY2008, using ten basic questions from the FY2002 survey plus three additional questions. The key question from the survey asked “How useful is MIOSHA safety and health information in preventing serious workplace injuries and illnesses?” MIOSHA received the following responses to the five options:

- 46.6% very useful
- 47.3% useful
- 3.6% no opinion
- 1.5% not very useful
- 0.5% not useful
- 0.5% no response

The sum of the first two responses equals a positive response rate of 93.8%, exceeding our goal of 90%. MIOSHA received an 85.6% positive response rate in 2002.

Since the MIOSHA Comment/Suggestion Card was modified in May 2007 to ask more questions and give more space for written responses.

- For “How would you rate your overall experience with MIOSHA?” we have received 893 “Useful” responses and 8 “Not Useful,” or a 99.1% positive response rate.
- For “Did you find the staff to be knowledgeable about employee safety and health issues?” we have received 877 “Yes” and 3 “No” responses, or a 99.7 positive response rate.
- For “Did the staff explain how to correct the safety and health hazards they identified?” we have received 846 “Yes” and 6 “No” responses, or a 99.3% positive response rate.

Additionally, we asked, “Based on the MIOSHA intervention, did you implement specific changes in your workplace?” The closing question was: “What can MIOSHA do better?”

Of the 966 CET seminar trainees who submitted evaluations in FY2008, 955 (98.9%) indicated they were either very satisfied or satisfied. Eleven (1.1%) indicated they were not satisfied.

Met Goal? Yes

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- 3.2 - Respond effectively to legal mandates so that workers are provided full protection under the MIOSH Act by resolving 75% of all MIOSHA discrimination cases within 90 calendar days of receipt of complaint, and initiating investigations of program-related fatalities and catastrophes within one working day of notification for 100% of occurrences to prevent further injuries and death.

Strategy

3.2

Comment:

Respond effectively to legal mandates so that workers are provided full protection under the MIOSH Act by resolving four percent more than the previous fiscal year (75% overall; 75% in 2008) of all MIOSHA discrimination cases within 90 calendar days of receipt of complaint: 131 cases of which 83 cases representing 65% of the overall cases were resolved within 90 calendar days of receipt of complaint. This is a decrease from the previous report and below the goal of 75% overall because of the influx of new cases. GISHD staff has been periodically detailed to assist in the Employee Discrimination Section in an effort to achieve this goal.

Initiate investigations of program-related fatalities and catastrophes within one working day of notification for 100% of occurrences to prevent further injuries and death was accomplished.

Met Goals? No, for % discrimination cases, and yes, for fatality and catastrophe investigations.

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- 3.3 - Improve selected MIOSHA services including initiating 100% of complaint inspections within 10 workdays; reducing the backlog of standards to be revised by fourteen percent (14%), or a total of 70% over five years; and improving the quality of and access to MIOSHA publications, standards and public notices including greater availability of information on the web.

Strategy

3.3

Comment:

Complaints

Using an IMIS report titled “Federal & 18(B) FAT/CAT and Compliant Response Data” for FY2008 time period, MIOSHA responded to 611 of 627 complaints in ≤10 workdays, or 97.4%; only 16 complaints were responded to in >10 workdays. This compares very favorably to the FY2005 “baseline” of 88.5% and the FY2006 achievement rate of 91.6%. Initiating 100% of complaint inspections within 10 workdays has been achieved for shorter periods of time but is proving to be impractical on an ongoing basis.

Standards

Four new standards were promulgated/completed and one new standard was added to the list. The Standards Section continues to use the standard liaison team as consultants for standard review in order to speed up the promulgation process. The 70% reduction goal was eight standards (25 standards for initial baseline). The backlog at the end of FY2008 was 17 standards.

Website

Improved Web layout:

- Created new categories for General Industry and Construction, now sub-categories of Compliance.
- Revised the Recordkeeping page and inserted new sub-categories: Occupational Injury & Illness Fatality Data, Census of Fatal Occupational Injuries, and Program-Related Fatality Data.
- Revised the MIOSHA News page to include only the current issue and archive past issues.
- Revised the Partnership page to a similar layout like the Alliance page.

Met Goals? No, for complaints; no, for standards; and yes, for website.

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- 3.4 - Design and implement management systems and processes to met MIOSHA program data needs including implementing the information systems necessary to collect agency performance data and developing the capacity to analyze MIOSHA's performance.

Strategy
3.4

Comment:

During this year, CET continued to pursue information related to development of a CET Information System through the Michigan Department of Information Technology. Although preliminary discussions were initiated, DIT staff was reassigned to other projects before significant progress was made. MIOSHA formed a new work group to plan, prioritize, and coordinate information technology issues.

Met Goal? No. A DIT representative met with MIOSHA staff to initiate the assessment of the project but was pulled back to work on a higher priority project.

- 3.5 - Continue to implement participatory management strategies for effective communication, staff development and support, and utilization of participatory management to ensure accomplishment of MIOSHA's goals.

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Program: Same

Strategy

3.5

Comment:

During FY2008, MIOSHA initiated or completed a number of activities to implement management strategies:

- A weekly agency newsletter, MIOSHA Weekly, was published every week to inform staff of significant events and accomplishments, and to transmit less formal information throughout the agency.
- An agency Consistency Committee with representatives from all agency divisions continued to review existing agency and division instructions and update them, and created new instructions as necessary to document agency policies and procedures. Most completed instructions are added to our website as public information.
- MIOSHA supervisors, managers, and directors participated in a statewide initiative, MI 360, to evaluate performance based upon feedback by direct reports, supervisors, and peers.
- As part of the Connecting MIOSHA to Industry initiative, MIOSHA staff received a keynote address at an agency meeting in September 2008 to learn about Emotional Intelligence. All staff will be offered Emotional Intelligence training during FY2009.
- MIOSHA's Cross-Cultural Team conducted a staff survey to identify key issues that should be addressed to further improve MIOSHA culture, primarily through improved internal communication and collaboration.

Met Goal? Yes

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Program: Same

Challenges:

- **Adequate Funding**
 - An Increase in federal funding for the MIOSHA program is needed.
 - During the past eight years, funding for state plan programs for occupational safety and health have increased only about one percent, compared to increased funding of more than 14 percent for the federal OSHA program.
 - The “real dollars” available to states have significantly decreased when considering inflation.
 - In planning FY2009 expenditures, a balanced budget was projected only by not filling critical program vacancy and by using state appropriations in excess of required match for federal dollars. A variety of cost savings measures is being continued.
 - Continued federal funding at the current level may result in reductions of programs and services.
 - MIOSHA is required to maintain a program “at least as effective” as federal OSHA, including staffing and activity levels, which could become an issue if funding increases are not received.
 - Additionally, the Asbestos Program, which is self-funded through various fees, is underfunded due to decreasing revenues and increasing costs. In addition to reassigning staff to other programs, the Asbestos Program needs an increase in some fees to maintain program services.
- **Field Staff Training and Travel**
 - To maintain staff effectiveness, ongoing in-service training and professional development is required to stay current with industry practices, equipment, processes, and hazards.
 - Ongoing training and development of field staff is required and expected by federal OSHA to maintain “at least as effective as” status.
 - MIOSHA must ensure that staff is adequately trained on new rules, standards, and agency policy.
 - Consistency among standard interpretations and program operations is a primary concern of MIOSHA customers.
 - Current limitations challenge the agency to seek less costly alternatives for providing training, including bringing OSHA Training Institute courses to Michigan, teleconferencing, video conferencing, and using internal resources to prepare and conduct training.
 - MIOSHA staff continue to require training provided through the OSHA Training Institute and other out-of-state locations for some specific courses due to the complexity of the rules and the equipment/facilities required for the training.

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APPROPRIATION UNIT: Michigan Occupational Safety & Health Administration (MIOSHA)

Program: Same

- **Data Collection System for Consultation Program Activities**

- MIOSHA needs an automated data management system to track and report on Consultation Education and Training (CET) Division's traditional program activities.
- Lack of a data management system requires time intensive manual tracking logs and hand counts, and create an inability to effectively monitor and evaluate program activities.
- MIOSHA is required to report quarterly and annually to federal OSHA on program activities in support of Strategic Plan goals. This requirement is not fully met as a result of not having the ability to collect, track, and report program activities and results.

- **Internal Culture and Communication**

- MIOSHA has an ongoing initiative, "Connecting MIOSHA to Industry," to promote proactive attention to workplace safety and health hazards and to ensure that every MIOSHA intervention is educational.
- MIOSHA consists of five major divisions with distinct cultures and practices.
- To ensure cooperation and mutual support, MIOSHA must ensure that information about programs, services, and priorities of each division is shared and understood throughout the program.
- Because staff is disbursed throughout the state, MIOSHA must ensure communication strategies are implemented that are collaborative and inclusive.

- **Web-based Materials and Training**

- Employers and workers more frequently look to the web for training materials and programs.
- MIOSHA's budget constraints require the agency to look for more cost-effective ways to provide training materials and information.
- The CET Division is reformatting materials including pamphlets, booklets, posters, and cards for easy access, loading, and printing.
- Training programs are also needed for the web-site. These programs often include video clips.
- Interactive training is also highly desirable.
- Current size limitations of the web page prohibit developing and posting these kinds of programs.

- **Marketing MIOSHA Programs and Services**

- Small employers and new businesses often do to know about or understand their obligations under the MIOASH Act.
- MIOSHA implements strategies and initiatives that small, new industries experiencing higher rates of worker injuries and fatalities, and employers who have not used MIOSHA programs and services.
- Improved methods to identify employers to include in outreach activities are needed to effectively reach target audiences.

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Program: Same

- **Succession Planning**

- MIOSHA has the potential to lose approximately one-half of its staff to retirements in the next five years.
- Many supervisors, managers, and administrators are among those who are or will become eligible.
- MIOSHA must create opportunities for mentoring, coaching, and staff development to ensure that institutional knowledge and understanding of program functioning is not lost.
- MIOSHA must ensure that program policies and procedures are created in writing and kept updated.
- MIOSHA must revise and offer training to develop leadership skills through the MIOSHA Leadership Institute.